

Quarterly Summary of Provider Complaints
2nd Quarter 2008

AGP

AMERIGROUP Tennessee, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Resolved	1
Home Infusion	Reversed	1
Hospice	Reversed	1
Hospital-M	MCC Not	1
Outpatient Surgery	Reversed	1
Physician-Behavioral Health	Reversed	1
Physician-Medical	Denied	2
Physician-Medical	Reversed	7
RMHI(Regional Mental Health Inst	Resolved	1
RMHI(Regional Mental Health Inst	Reversed	4
Transportation	Reversed	1
Total for the Quarter:		21

Doral

Doral Dental of Tennessee

Provider Type	MCO BHO Action	Count
Dental	Denied	1
Dental	Resolved	1
Dental	Reversed	4
Total for the Quarter:		6

First Health

Provider Type	MCO BHO Action	Count
Physician-Medical	MCC Not	1
Total for the Quarter:		1

MMCC

Memphis Managed Care Corporation d/b/a TLC

Provider Type	MCO BHO Action	Count
Hospice	Resolved	1
Hospital-M	Resolved	1
Physician-Medical	Denial Upheld	1
Physician-Medical	Denied	1
Physician-Medical	Partial	3
Physician-Medical	Resolved	1

Monday, November 10, 2008

*(Partial = favor both MCC and Provider,
Duplicate = Previously Submitted to the MCC,
MCC Not = Provider submitted complaint against the wrong MCC)*

Page 1 of 3

Physician-Medical	Reversed	1
Total for the Quarter:		9

PHP Preferred Health Partnership of Tennessee, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Reversed	1
Hospital-M	Denied	4
Hospital-M	Reversed	1
Physician-Medical	Denied	3
Physician-Medical	Resolved	1
Physician-Medical	Reversed	1
Total for the Quarter:		11

UAHC UAHC Health Plan of Tennessee, Inc.

Provider Type	MCO BHO Action	Count
Hospital-M	Reversed	3
Physician-Medical	Resubmit/Paid	1
Total for the Quarter:		4

UHP Unison Health Plan, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Reversed	5
Home Health	Denied	1
Home Health	Reversed	2
Home Infusion	Denied	3
Hospice	Denied	1
Hospital-M	Denial Upheld	1
Hospital-M	Denied	7
Hospital-M	MCC Not	1
Hospital-M	N/A	1
Hospital-M	Reversed	8
Lab Work	Denied	1
Physician-Medical	Resolved	1
Physician-Medical	Reversed	6
Physician-Medical	MCC Not	5
Physician-Medical	Denied	11
Physician-Medical	Partial	1
Transportation	Reversed	1

Total for the Quarter: **56**

UPRV

UnitedHealthcare Plan of the River Valley, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Resolved	1
Hospital-M	Reversed	1
Nurse	MCC Not	2
Nurse	Reversed	2
Nurse	Denied	1
Physician-Medical	Reversed	3
Physician-Medical	Partial	1
Rehab	Denied	1
Total for the Quarter:		12

VSHP

Volunteer State Health Plan, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Denied	1
DME (Durable Medical Equipment)	Resolved	1
Hospice	Denied	1
Physician-Medical	Resolved	1
Rehab	Denied	1
Total for the Quarter:		5

Grand Total for the Quarter 125
